COMMISSION ON TECHNOLOGY

Friday, May 6, 2011   **10:00 AM - 4:00 PM**

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

CONFERENCE ROOM 119A/B

MEMBERS PRESENT	MEMBERS ABSENT
Anabel Abarca	
Kent Batty	
Michael Baumstark	
Andrew Gould	
Andrew Hurwitz, *Chair*	
Michael Jeanes	
Dennis Kavanaugh	
Gary Krcmarik	
Sheri Newman	
Catherine O'Grady	
Marcus Reinkensmeyer	
John Rezzo	
Delcy Scull	
Roxanne Song Ong	
Ann Timmer *(Larry Winthrop, proxy)*	
Garye Vasquez	

GUESTS	AOC STAFF
Kip Anderson, *CACC/PACC*	Stewart Bruner, *ITD*
Steve Ballance, *TAC*	Dave Byers, *Exec Office*
John Barrett, *Maricopa Superior Court*	Karl Heckart, *ITD/TAC*
Zona Cecil, *Phoenix Muni Court*	Ken Kung, *ITD*
Janet Cornell, *Scottsdale Muni Court*	Patrick McGrath, *CSD*
Charles Drake, *TAC*	Teri McHaney, *Finance*
Donald Jacobson, *CACC*	Alicia Moffatt, *ITD*
Jeremiah Matthews, *TAC*	Pamela Peet, *ITD*
Rich McHattie, *CACC*	Jim Price, *ITD*
Rona Newton, *PACC/CACC*	Renny Rapier, *ITD*
Elise Piatt, *Triadvocates, LLC*	Jim Scorza, *ITD*
Michael Pollard, *CACC*	
Eloise Price, *TAC*	
Rick Rager, *CACC/TAC*	
Ester Reeves, *Phoenix Muni Court*	
Jamie Ross, *Courthouse News Svc*	
David Stevens, *Maricopa County ETS*	
Nathan Wade, *Tag Messenger*	
Jennifer Woods, *Triadvocates, LLC*	

COT MEETING MINUTES

WELCOME AND OPENING REMARKS	Hon. Andrew Hurwitz, Chair

Vice Chief Justice Andrew Hurwitz, Chair, called the Commission on Technology (COT) annual meeting to order just after 10:00 a.m. He welcomed members and the public present, then asked members to introduce themselves for the record. Staff confirmed that a quorum existed. Justice Hurwitz recapped the timeline for reappointments to the Commission, bidding farewell to Professor Catherine O'Grady who has resigned after serving on COT for the past 6 years.

Justice Hurwitz updated members on several additional items, including:
- The general overview of topics being discussed in the meeting and the progression of discussions through the day.
- The budget situation and the fact that fund balances are a separate consideration from having the authority to spend a balance. Mike Baumstark provided an assessment of the AOC's situation versus the financial issues individual counties are experiencing.
- Direction regarding audience participation in the meeting and the practice of using the public comment process.
- A thank you to COT and subcommittee members for their continued service.

He then called members' attention to the minutes from the November 5, 2010 meeting.

MOTION	A motion was made and seconded to approve the minutes of the November 5, 2010, Commission on Technology meeting. The motion passed unanimously.	TECH 11-01

IT STRATEGIC ROADMAP	Mr. Karl Heckart

Justice Hurwitz introduced Karl Heckart, chief information officer (CIO) for the Administrative Office of the Courts (AOC), to set the stage for the planning effort. Rather than his typical practice of introducing new initiatives, Karl focused on current initiatives and distributed a project list for members' use in preparation for the strategic priorities action item later in the meeting. He reviewed the ages of 11 high volume automation systems used around the state and emphasized the technical pre-requisites that enable highly visible applications like e-filing to function successfully. Karl emphasized that local automation systems are becoming part of the mix, too, and technical staffs at AOC and local courts suffer from project overload. Very clear priorities are therefore needed from this COT meeting.

Karl then described some items currently being researched at AOC for future consideration, including:
- Court, judge, and probation dashboards;
- Electronic access to court documents;
- Increasing case and disposition information;
- Intelligent workflow, especially for warrants and bench automation needs; and
- Mobile computing, including support for smart devices.

In response to a question about the wisdom of devoting scarce resources to the future when so many problems exist in the present, Karl explained how the cost of ownership and management of technology increases when standards are not set early in the adoption cycle.

RULE 124 COMMENTS AND PETITION UPDATE	Mr. Stewart Bruner

Staff Member Stewart Bruner updated members on the progress being made with the proposed changes to Supreme Court Rule 124. The court specified two review periods. Comments from the first have been digested and resulting changes have been made to the document before posting it for the second comment period. Stewart reviewed several subject areas affected by the changes and encouraged members to again read the full text of the amended petition on the Rules Forum Website, then provide their comments for consideration. He emphasized that the short review period increases the importance of receiving as many comments as possible so the court issues a well vetted rule.

Michael Jeanes recounted the various State Bar committees involved in the review of the proposed rule changes and shared his concern that the short timeline could limit their input. Justice Hurwitz instructed Michael to ask the Bar to return their comments as quickly as possible, regardless of the published deadline.

STRATEGIC PROJECTS REVIEW/UPDATES	Subcommittee Chairs

UPDATE	COURT AUTOMATION COORDINATING COMMITTEE	Hon. Michael Pollard

Judge Michael Pollard announced that the Court Automation Coordinating Committee (CACC) has dispensed with its project health metric as their focus changes to identification and coordination of project dependencies affecting trial courts and probation. He highlighted several accomplishments from the past year on various automation projects around the state. In reference to plans for Fiscal Year 2012, Judge Pollard described how continued development of the AJACS CMS benefits both limited jurisdiction (LJ) and general jurisdiction (GJ) courts. CACC recommends supporting the necessary enhancements for both GJ and LJ courts, as put forth by the steering committees.

Members perceived some cost discrepancies related to the slides. Karl explained that further discussion is needed to determine the exact scope and cost of the specific GJ enhancement items. As an example, he indicated that a single item to reduce screen resolution costs $117K. He requested that the two steering committees begin collecting enhancement requests earlier in the year to allow both realistic cost estimates from the vendor and the ability to exchange information with each other before CACC discusses its recommendation to COT.

The chair congratulated Judge Pollard and members for orchestrating a successful change in direction following discussion at COT last May.

UPDATE	e-COURT SUBCOMMITTEE	Hon. Andrew Hurwitz,

	Mr. Karl Heckart

Justice Hurwitz, chair of the e Court subcommittee, provided a brief recap of e-Court's operations over the previous year, declaring e-filing to have become a very consuming project. He shared the strategy for increasing filing volume in Maricopa and Pima counties before rolling out AZTurboCourt in the other counties. He also recapped progress made in the Supreme Court and Division One before describing the strategy for switching focus to AZTurboCourt implementation in Division Two.

Karl then filled in the details behind the general picture presented by Justice Hurwitz. He called attention to an August release of the TurboCourt software that will include "must have" functionality for Pima Superior, Maricopa Justice Courts, and the appeals courts. Financial processing is moving from PayPal to Bank of America. Integration with AJACS and AZTEC has been scheduled.

Karl answered members' questions regarding confidentiality of filings in AZTurboCourt and whether marketing data could be scavenged from filings by the vendor. Justice Hurwitz wrapped up discussion by sharing that this project illustrates how new issues continue to be discovered as progress is made.

UPDATE	PROBATION AUTOMATION COORDINATING COMMITTEE	Ms. Rona Newton

Ms. Rona Newton, chair of the Probation Automation Coordinating Committee (PACC), described recent changes in the operation of the subcommittee to function more as a conduit between business users and technologists. She then shared a list of accomplishments in probation automation from the past year, highlighting the justice web interface (JWI) and juvenile statewide identifier (SWID) efforts. She reminded members of the elongated development timeline for the JOLTS replacement project and requested that COT ensure sufficient funding and staffing are in place next year to complete the interfaces between AJACS and JOLTSaz, complete the JOLTSaz rollout statewide, and provide the AZYAS pre-requisite for JOLTSaz / Agave integration. Members clarified that PACC's request overlaps with CACC's rather than supplementing it.

UPDATE	TECHNICAL ADVISORY COUNCIL	Mr. Karl Heckart

Karl Heckart shared a list of key accomplishments for the Technical Advisory Council (TAC), including maintenance of XML specifications, standardizing OnBase EDMS keywords, beginning a court IT resources online forum, and meeting with county CIOs to share technology and cost pressures. He also described improvements in bandwidth and latency on the court network, AJIN, over the past few years and counseled courts still experiencing slow response to reduce their extracurricular use of the Internet. Karl then listed several challenges that TAC plans to address in the coming fiscal year, ending with a discussion about staff retention during an improving economy. Previous economic cycles forced reliance on expensive contractors to address project demands when full-time employees became hard to hire. Karl warned that the scenario is unfolding again.

UPDATE	OPERATIONAL AND FINANCIAL REVIEW	Ms. Teri McHaney

Ms. Teri McHaney, budget analyst for the AOC, shared the financial status of the Judicial Collections Enhancement Fund (JCEF) and showed a projection of actual revenues against predicted revenues, revenues against expenses, and a projected sweep amount for FY13 of zero dollars. She detailed the projected costs of ongoing operations as well as of existing statewide projects in FY12. She explained to members that even though a sufficient balance exists, current spending authority is insufficient to allow spending the amount required by the enhancement requests for next year submitted by CACC.

	IT STRATEGIC PROJECT PRIORITIZATION FY12-FY15	Mr. Karl Heckart

Karl Heckart reviewed the list of projects handed out earlier in the meeting along with a list of high-level considerations: aging systems, massive interdependencies, resources & staffing challenges, parallel implementation impacts, and perfection versus pragmatism in approach. GJ court representatives shared their feeling that the AJACS CMS does not work the way it is supposed to then describe their reasons for elevating certain enhancement items to the very top position, but no consensus emerged. Karl clarified that the handout only includes items of emphasis for next year, while documented software bugs get escalated immediately and certain high priority items remain part of already committed projects being addressed in the current fiscal year. As an example, he discussed AJACS calendar/scheduling enhancements.

Karl then displayed his proposed project prioritization list containing 17 items in two categories, then walked members through the reasoning behind his placement of each item on the list. He stated that broad priority buckets used in past years are no longer sufficient, since local project managers now demand to know which of several statewide projects in the same category must receive the highest priority. Members desired to know the costs of the various phases of each listed project. Karl described the exercise as more conceptual than detailed. In the interest of time, Mike Baumstark proposed several categories be constructed to hold individual projects. Members refined that approach through discussion into two categories within the top tier and a second tier. They also requested that the GJ CMS enhancements item be elevated from second tier to the lower priority category of the top tier.

MOTION	**A motion was made and seconded to divide listed projects among three categories in two tiers and move GJ CMS enhancements to the second category within the top tier. The motion passed with 1 nay vote.**	**TECH 11-02**

	FINANCIAL AND TACTICAL DECISIONS	Mr. Karl Heckart

Karl displayed the JCEF budget breakdown provided earlier in the meeting by Teri. He reviewed each specific project request, its related costs, and its benefits to the branch. He described the additional project help at AOC and AmCad necessitated by development work on the large volume CMS enhancements. He explained the varying margins of error represented in

the AmCad cost estimates and displayed a flowchart of steps still needed to arrive at an accurate cost and delivery schedule.

Members reaffirmed their agreement with Karl's "ground rules" for local items the state invests in and items it doesn't; for example, local data residing within statewide applications will be converted while data residing outside state standard systems will not be. Mike Baumstark clarified that local effort is still required in conversion even if the state commits to pay the general cost and suggested a formal motion be made due to the importance of these items as AOC embarks on the LJ CMS rollout, partnering with a high number of courts it has little history working with.

MOTION	**A motion was made and seconded to approve the ground rules for state and local funding, as presented by Karl Heckart. The motion passed unanimously.**	**TECH 11-02**

Karl totaled all the itemized amounts over two years and compared the number to the amount available to spend, coming up $800K short. He argued that $500K for AJACS financial enhancements should be funded by FARE, not JCEF, reducing the gap to $300K. While a precise breakdown by fiscal year does not yet exist, Karl proposed that $800K of the $2.3M needed across multiple years be committed to the Mesa large volume enhancements project. He and Dave Byers presented several options to the Commission for responding to the lack of firm numbers for several projects on the list. The chair recommended that COT budget up to the available spending authority for FY12 then obtain more realistic scope and cost on the projects that are not in focus today during the year, knowing further funding will likely be required in FY13 to complete the project. Mike Baumstark attempted to map the funding dollars to the tiers of priorities agreed to earlier. He proposed the projects and amounts being committed to in FY12, forming the basis of a comprehensive motion.

MOTION	**A motion was made and seconded to approve funding for the AZTEC replacement project at $300K, reserve funding for the GJ CMS enhancements at $243K until more details are known, approve the Mesa LV CMS enhancement project in concept and commit $800K for FY12 while instructing that everything reasonably possible be done to fit the remaining funding required within an amount that can be covered in FY12, and to further recommend the AOC fund the AJACS financials project estimated at $500K from FARE revenue. The motion passed unanimously.**	**TECH 11-03**

	FY2012-2014 INDIVIDUAL COUNTY AUTOMATION PLANS AND TRENDS	Mr. Stewart Bruner

Mr. Stewart Bruner, Manager of IT Strategic Planning for AOC, reiterated COT's direction regarding the frequency of plan updates. He briefly described the process used to obtain the

plans of nine counties this year as well as the results of his analysis of those plans. He highlighted several prominent business and technology trends this year, including

- the presence of a large number of overlaps in technology projects from two years ago coupled with few accomplishments and new projects;
- out-of-support operating systems, database management systems, and productivity software suites with gaps about to widen further;
- a continued emphasis on digitization and integration at the local level;
- increased server consolidation and virtualization efforts; and
- an explosion in number of courts using online payment solutions hosted by vendors.

Stewart also briefly described minimum accounting standards changes in ACJA §1-401 taking effect January 1, 2012, and recommended notification to presiding judges of the impact to local courts. He clarified that his intended purpose is not to criticize local efforts to collect payments via the Web. He reminded members that that full details and accomplishments from individual plans exist in the plan summaries in front of them; that concerns are conveyed to the presiding judge of the county in a letter from the COT chair; and that, while he makes suggestions, the choice of motion text related to an individual plan is ultimately theirs. Stewart then launched into his whirlwind, county-by-county, strategic plan summarization.

MOTION	A motion was made and seconded to approve Cochise County Courts' Information Technology Strategic Plan for FY 2012-2014, with concerns raised for LJ courts having financial data outside AZTEC which will not be converted, expanding the online payment strategy to all courts being affected by minimum accounting standards (MAS) changes as of 1/1/12, and numerous software products in retirement status without a plan to address, creating business risk. The motion passed unanimously.	TECH-11-04
MOTION	A motion was made and seconded to approve Graham County Courts' Information Technology Strategic Plan for FY 2012-2014. The motion passed unanimously.	TECH-11-05
MOTION	A motion was made and seconded to approve Greenlee County Courts' Information Technology Strategic Plan for FY 2012-2014, with concern noted for justice court financials residing in MS-Money which will not be converted to the LJ CMS. The motion passed unanimously.	TECH-11-06
MOTION	A motion was made and seconded to approve La Paz County Courts' Information Technology Strategic Plan for FY 2010-2012, with a concern noted that MAS changes effective 1/1/12 will affect all courts taking online payments. The motion passed unanimously.	TECH-11-07

COT MEETING MINUTES

Stewart provided AOC's response to a concern raised by the courts in La Paz that AJIN bandwidth there is insufficient to support the future initiatives described in the plan.

| MOTION | A motion was made and seconded to approve Maricopa County Courts' Consolidated Information Technology Strategic Plan for FY 2012-2014, with concerns noted for municipal court case management systems identified as "end of life"; the wide range of commercial technology products/solutions in retirement status but still in production use, posing increasing business risk as the targets move forward; municipal courts accepting online payments that will be affected by MAS changes 1/1/12; and production data/functions residing in MS-Access in multiple municipal courts and the Clerk of the Superior Court. The motion passed unanimously. | TECH-11-08 |

Stewart thanked Marcus Reinkensmeyer for the hard work of Karen Westover and Mary Kennedy on his behalf, freeing him to devote his attention to the other counties.

| MOTION | A motion was made and seconded to approve Mohave County Courts' Information Technology Strategic Plan for FY 2012-2014, with a concern noted that MAS changes effective 1/1/12 will impact courts receiving online payments, even if participating in a countywide program. The motion passed unanimously. | TECH-11-09 |

| MOTION | A motion was made and seconded to approve Navajo County Courts' Information Technology Strategic Plan for FY 2012-2014. The motion passed unanimously. | TECH-11-10 |

| MOTION | A motion was made and seconded to approve Pima County Courts' Information Technology Strategic Plan for FY 2012-2014, with concerns noted for various operating systems, DBMSs, and software versions at or near end of support life but still in production use at various courts and various limited jurisdiction courts accepting online payments which will be affected by MAS changes 1/1/12. The motion passed unanimously. | TECH-11-11 |

| MOTION | A motion was made and seconded to approve Yuma County Courts' Information Technology Strategic Plan for FY 2012-2014, with a concern raised for courts accepting online payments which will be affected by MAS changes 1/1/12. The | TECH-11-12 |

motion passed unanimously.

MEETING REVIEW/WRAPUP	Hon. Andrew Hurwitz

Justice Hurwitz announced that the June meeting date would not be needed and that the Commission would revisit the costs associated with Mesa's large volume court CMS enhancements in September.

CALL TO THE PUBLIC	Hon. Andrew Hurwitz

After hearing no further discussion from members or the public, the chair then entertained a motion to adjourn at 3:40 p.m.

Upcoming Meetings:	September 23, 2011	AOC – Conference Room 119 A/B
	November 04, 2011	AOC – Conference Room 119 A/B

MEETING ADJOURNED	3:40 PM